



An **Office of Retirement Services** Publication

Connections

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Our Mission

We deliver pensions, related benefits and services to promote the future financial security of our customers.

Our Vision

Fast, easy access to complete and accurate information and exceptional service.

In this issue

Financial update	1
Visit the ORS website.....	1
Message from the Director.....	2
Survey results positive	2
A word from our Governor	3
Readers respond ...	3
Pension & holiday schedule	3
Financial summary FY 2003.....	4

Judges Retirement System enters 2004 financially sound

This issue of *Connections* includes the financial summary of your retirement system for fiscal year 2003. Although 2003 was a volatile year on Wall Street, the retirement system funds were well cared for over the course of the year. The financial summary can be found on page 4.

After two years of net investment losses, the funds have once again posted significant net investment gains. Because of market volatility, the retirement system invests for the long run in both a responsible and prudent manner. Therefore, investments are made in a broad diversified group of assets. This strategy helps to limit losses during turbulent times.

As of September 30, 2003, the funded status of the system amounted to 124.3 percent. The higher the percentage, the stronger the

pension system. The calculation of this percentage is explained in detail in the financial section of the *2003 Comprehensive Annual Financial Report* which can be found at www.michigan.gov/ors.

During fiscal year 2002-2003 the retirement system's net assets increased to \$254.5 million. The major sources of revenue were investment income and contributions. The major expenditures were benefit payments.

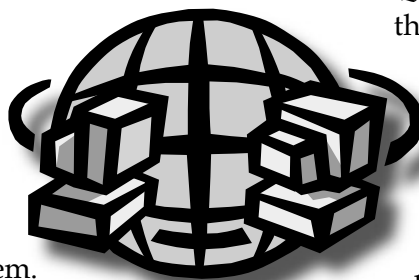
As of September 30, 2003, there were 551 retirees and beneficiaries receiving monthly benefits. Approximately 337 active employees were reported during fiscal year 2002-2003. Of these, about 282 have fully vested rights to their retirement benefits.

Go to the ORS website for retirement information

Have you ever visited the Office of Retirement Services website? We have lots of information and links that we believe will be useful to you.

You can find our website at www.michigan.gov/ors and navigate to your retirement system.

Once you are at your system, you will find a section called "What's New." We use this page to list any new information that we think is valuable to you.



The Quick Links tool bar on the right side of the page links to different websites that pertain to you and your retirement, like links to insurance carriers. You can also find most of our publications, including this newsletter, and forms by clicking on Publications and Forms on the navigation bar on the left.

From the Director

In past issues of *Connections*, I have talked to you a lot about Vision ORS. Vision ORS is the map we use to guide us to our vision of providing you with “fast, easy access to complete and accurate information and exceptional service.”

What this means to you is that we have been hard at work to improve our service. Your feedback tells us our efforts are being noticed. See the article below for details on our latest retiree survey.

We are also working to serve you faster. The time it takes to determine retirement eligibility or answer a letter has improved. This is due, in part, to our new technology. If you call with a question, our retirement information representatives are now able to view your information on one computer screen. So, we are able to give you a more complete, personalized answer. And we can usually answer your question right away instead of having to research documents in your paper file and call you back. We get a lot of comments on how much you appreciate being able to get what you need in one phone call.

Our new mail system has played a big part in our improved service. In the past, mail was sorted and hand delivered throughout the office. The work was completed and sent to the records department to be filed in a paper file folder for each retiree. If

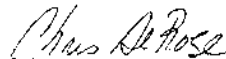
representatives needed to see a document in your file, they would have to request the paper file from our records department. Now, when we receive mail, it is scanned into a computer and a copy is placed into your electronic file. This is the process that gives us the ability to view your electronic file on the computer screen.

Technology is great, but in the end, any good organization is only as good as the people who work there and how well they work together. You have a great group of folks serving you at ORS and I am proud to be part of this organization. No matter what, they find ways to improve our service to you, our customer – and they have some fun doing it.

One final note. As stewards of your retirement system, we never lose sight of being budget conscious. In that vein, we continue to provide service to you at about two-thirds of the cost of our peers. We have found a way to provide high quality service at a low cost. We think that makes us a pretty good value.

We are always looking for your input. Let us know how we are doing.

Cheers!



Chris DeRose

Customer surveys reveal positive results

The Office of Retirement Services continues to receive high ratings for service to our customers.

We randomly selected 1,200 retirees and asked them how well ORS is meeting their needs. The survey shows that 92 percent of our retirees are satisfied with the level of service. Respondents who have contacted ORS by phone or mail reported that they received timely, complete responses from ORS.

While we are pleased with your overall satisfaction, we are striving to do even better. Regular surveys help identify what is being done well and where improvement is needed. For example, it is clear from

your responses that you rely on your pension payment message and *Connections* for information. Because

you've said these are important to you, we will continue to use these tools to provide you quality retirement system information.

Since we began surveying retirees regularly in 1997, we have found your responses to be invaluable for planning services. Survey participants are chosen randomly, but your comments are *always* welcome, even if you don't receive a survey.

Thank you to all who take the time to respond to our surveys or write to us.



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Office of Retirement Services (ORS)

P.O. Box 30171, Lansing, MI 48909-7671

Phone: (800) 381-5111; in Lansing: 322-5103

E-mail: ORSCustomerService@michigan.gov

www.michigan.gov/ors

A Message from Governor Jennifer Granholm

Dear Michigan Retiree:

I want to take this opportunity to thank you for your service to Michigan and for your dedication to our citizens. You are the unsung heroes – the educators, protectors, administrators and workers – who made sure that our children were educated, our streets were safe, and our families had the day-to-day support and information they needed to manage the activities of their lives.

Thank you also for your continued support of today's public employees. The men and women who turn the wheels of our administrations are often forgotten beneath a blanket of cynicism toward anything connected to the public sector. However, the example of excellence and professionalism that you set is what truly defines public service today and is what reminds our communities of the nobility of this wonderful profession.

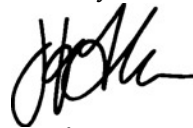
We are working hard in Lansing right now on initiatives that will grow our economy, create jobs, and

improve the quality of life for all of our citizens. The seven-point plan I introduced in January includes initiatives to make prescription drugs more affordable, make health care more accessible, and make criminals who prey on our seniors pay a much greater price for their crimes. In addition, we have introduced initiatives to improve education, attract new businesses, create cool cities, and protect our precious natural resources.

As we continue this year to move Michigan forward, know that your service to our state is not forgotten. Even though we no longer see you in the halls of our state office buildings or classrooms of our schools, you still remain our colleagues and our friends.

Thank you for serving the people of Michigan.

Sincerely,



Jennifer M. Granholm
Governor



Mail call – Your cost saving suggestions



Thanks to all of you who responded to our call for cost-saving ideas! You had some great recommendations. Each suggestion is being reviewed and carefully considered. Those that affect other state agencies were forwarded to the appropriate agency contact.

Your most frequent suggestions centered around reducing our mailing costs. Many of our retirees are married couples who asked us if we can combine mailing in one envelope. Though an excellent idea, we cannot do this because of privacy issues. A large number recommended that we mail EFT statements less often or better yet, send them electronically. And quite a few had the same advice for *Connections* and other mailings, proposing email or the ORS website as an alternative delivery method. We're happy to tell you that our Vision ORS project is taking us closer to that reality. In the near future you should be able to access

your personal pension information and even change your address or beneficiary through our secure website.

Technology is taking us closer to our vision of fast, easy, access to complete and accurate information and exceptional service. We also know that not everyone we serve has an electronic connection to us, and assure you that we will strive to meet your needs as well.

Pension payments

Pension payments are issued on the 25th of the month. If your EFT is not credited within three days after that date, please call ORS. If your check is delayed, we can reissue it after the seventh of the following month.

Holidays – Retirement offices closed

May 31 – Memorial Day

July 5 – Fourth of July Holiday

September 6 – Labor Day

Judges Retirement System

Assets & Liabilities			Revenues & Expenditures		
	FY 2003	FY 2002		FY 2003	FY 2002
Assets			Revenues		
Cash	\$ 1,141,546	\$ 3,223,202	Public Financed and		
Receivables	782,993	1,128,348	Member Contributions	\$ 3,004,655	\$ 3,320,211
Collateral on Loaned			Net Investment Income	<u>34,560,276</u>	<u>(25,998,096)</u>
Securities	6,974,336	8,722,667	Total Revenues	\$ 37,564,931	\$ (22,677,885)
Investments	<u>252,763,639</u>	<u>230,678,973</u>	Expenditures		
Total Assets	\$ 261,662,514	\$ 243,753,190	Benefit Payments	\$ 16,728,017	\$ 15,809,951
Liabilities			Health, Dental, and		
Accounts Payable			Vision Benefits	564,801	519,669
and Other Liabilities	157,536	270,330	Transfers and Refunds	1,074	52,862
Obligations Under			Admin. Expenses	<u>500,590</u>	<u>404,983</u>
Securities Lending	<u>6,974,336</u>	<u>8,722,667</u>	Total Expenditures	\$ 17,794,482	\$ 16,787,465
Total Liabilities	\$ 7,131,872	\$ 8,992,997	Beginning Year Net Assets	\$ 234,760,193	\$ 274,225,543
Net Assets	\$ 254,530,642	\$ 234,760,193	End of Year Net Assets	\$ 254,530,642	\$ 234,760,193

Investments & Earnings

	Market Value*	Percent of Total Market Value	Net Investment Income ***
Fixed Income	\$ 52,232,869	20.6%	\$ 2,686,313
Common and Preferred Stock	113,100,969	44.5%	24,900,774
Real Estate and Mortgages	28,718,203	11.3%	1,872,315
Alternative	24,858,846	9.8%	1,491,689
International Equities	21,229,017	8.4%	3,755,459
Short Term Investments**	13,765,281	5.4%	197,586
Securities Lending Income			143,857
Investment Expenses			<u>(487,717)</u>
Total Assets & Net Investment Income	\$ 253,905,185	100.0%	\$ 34,560,276

* Short term investments are at cost, which approximates market value.

** Excludes the amounts payable and receivable for sales and purchases of securities with a settlement date after September 30 for each fiscal year. Amount also excludes \$6,974,336 in cash collateral for security lending for fiscal year 2003.

***Total investment and interest income excludes net security lending income of \$24,553 for fiscal year 2003.

Note: The complete 2003 Comprehensive Annual Financial Report from which this summary was derived is available on our website at www.michigan.gov/ors. If you are unable to download it from the Internet, you can email the Office of Retirement Services at ORSCustomerService@michigan.gov or call us at (800) 381-5111 to request a copy.